

What does the TravelAssistant means?

- **Get maximum of a compensation up to 600 EUR (15 000 CZK) for CZK 49 (2 EUR) only**
- **Pre-paid** for a service of **ensuring this compensation**, concerning travel irregularities such as **flight delay, flight cancellation, denied boarding, lowering of travel class or missed connecting flight**, provided by Click2Claim. The right to compensation is based on Regulation (ES) No. 261/2004 and related legislation.
- **The Passenger gets:**
 - verification of his right to compensation
 - complex processus of ensuring the compensation throughout EU
 - legal services in relation to his compensation free of charge
 - on-line control over his claim
 - lowest commission charged
- Covers EU departures (all carriers) and EU arrivals (EU carriers), both air tickets and package tours
- The service is provided by Click2Claim s.r.o., Jičínská 1748/5, 130 00 Praha 3, VAT ID CZ28791215, registered at Municipal Court in Prague, Dept. C, File 218874, tel. +420 222 524 498. The company is dedicated to ensuring rights of passengers for compensation for air traffic irregularities based on valid legislation, including legal services free of charge.
- **Buying Travel Assistant:** when the Passenger suffers a detriment such as flight delay, flight cancellation, denied boarding, lowering of travel class or missed connecting flight, the Assistant ID number is to be filled in the Request for Compensation form on www.click2claim.eu. Based on this Assistant number, Click2Claim will charge preferential commission rate when the amount of the Compensation is transferred to the Passenger's bank account.
- Travel Assistant price is undifferentiated, applicable to one ticket of up to 6 flight segments issued for one passenger with right to seat, regardless his age.
- Travel Assistant is to be bought anytime before starting the travel on first segment.
- Travel Assistant cannot be used with different air ticket than the one related with the reservation. In case of change of dates of travel, the new dates are allowed to be modified after being notified by e-mail address info@click2claim.eu.
- After the payment is made, the passenger is provided an overview of his purchase, including the Assistant ID number together with an information, how to proceed to claim his right to compensation (after his flight is delayed, cancelled, rerouted or he is denied boarding or travelled in a lower class). Numerous passengers under same reservation number, the information will be sent to the contact e-mail stated in the reservation.
- Once paid for, the Travel Assistant cannot be refunded.

Click2Claim, s.r.o.
se sídlem Jičínská 1748/5, 130 00 Praha 3

provozovna U Vršovického nádraží 24, 101 00 Praha, Česká republika

IČ: 287 91 215, DIČ: CZ28791215

společnost je zapsána u Městského soudu v Praze v oddílu C, vložce 218874



- For any information related to the field of compensations for air traffic irregularities, the passengers are invited to contact info@click2claim.eu

Overview of the rights Click2Claim will help you to ensure, being your flight in a trouble:

Passenger rights – traffic irregularities – flights from/to EU airports

Right to compensation	Right to care	Right to travel costs
Up to 1500 km-250 EUR	Refreshment	Ticket price refund
1501–3500 km-400 EUR	Accommodation	Transport to final
Over 3500 km-600EUR	Phone calls, e-mail	destination